

FREQUENTLY ASKED QUESTIONS

How can my organization gain access to ACES?

For initial access to ACES, an employer must meet the following security requirements:

1. Complete the CalPERS Employer User Security Agreement (Page 121 or download at <http://www.calpers.ca.gov/eip-docs/employer/aces/notifications/forms/pers-aesd-43-fill-in.pdf>).
2. Fax completed form to CalPERS at 916-795-1523.
3. CalPERS will contact your ACES Account Administrator with a User ID and Password.

How can additional employees gain access to ACES?

Once the Account Administrator has signed on to ACES, they can grant access to employees within the organization rather than requesting User IDs and passwords from CalPERS. Each new user must complete an Employer User Security Agreement to be kept on file with the employer.

How do I know if my Internet web browser has 128-bit SSL encryption?

Internet Explorer	Netscape
<ol style="list-style-type: none"> 1. Open Internet Explorer 2. Select "Help" from the menu 3. Select "About Internet Explorer" 4. A new browser window will appear 5. See Cipher Strength. To access ACES, it should read 128-bit 	<ol style="list-style-type: none"> 1. Open Netscape 2. Click the lock icon at the bottom left-hand corner of the screen. A new window will appear. 3. Select Navigator on the left-hand side of screen. 4. Click the Configure SSL v2 button. Another browser window will appear. 5. Verify that all options are checked for 128-bit encryption. 6. Click OK. <p>If some of the options are not checked for 128-bit encryption or there are no options for 128-bit encryption, you will not be able to log onto ACES.</p>

If your browser does not have 128-bit encryption, you will be unable to reach the ACES login page. Please report this problem to your Information Technology Department, and request your browser be upgraded to support 128-bit encryption.

What are the deadlines for submitting files to CalPERS?

- Health and Membership transactions must be submitted by 3:00 p.m. for processing that evening.
- Payroll files must be successfully validated by 3:00 p.m. for processing that evening.

Files submitted after their respective pick-up times will be processed the following business day.

You will be notified via e-mail when your files have been processed. A summary and detail report will then be available to you through ACES.

What are ACES hours of operation?

Currently, ACES is available Monday through Saturday, from 6:00 a.m. to 6:00 p.m. CalPERS will run the transmitted batch files at 3:00 p.m. Monday through Friday. All transactions completed and submitted by 3:00 p.m. Monday through Friday will be processed that same evening, while those submitted after 3:00 p.m. will be processed with the next scheduled batch pick-up. Payroll Transfers must be successfully validated by 3:00 p.m. and are also processed Monday through Friday. You are notified by e-mail when each batch is processed and when a summary report will be available.

Is ACES available on State Holidays?

You may log in to ACES and key transactions on State Holidays; however, batches are not processed until the next business day, and telephone support is not available. ACES is **unavailable** on December 25 and January 1.

Who do I call for ACES assistance?

CalPERS Employer Contact Center (ERCC)

888 CalPERS (or **888-225-7377**)

Monday - Friday 8:00 a.m.-5:00 p.m.

When would I need to call the CalPERS ERCC?

Once your transactions have Successfully Applied, you will need to call the ERCC to correct the following:

- Social Security Number (SSN)*
- Coverage Group
- Effective Dates for Membership and/or Health
- Event Dates for Health transactions
- HBO Received Dates for Health transactions
- Health plans
- Dependents inadvertently omitted from the original Health enrollment

***Please Note:** If an incorrect SSN was keyed on a **New Enrollment**, you must immediately call the ERCC to have the incorrect SSN removed from the CalPERS database.

What if ACES isn't responding?

First verify with your information systems specialist that your hardware, software and Internet connections are operating properly. Once the user verifies that a connectivity problem is not internal, please call the CalPERS ERCC.

Are there any tips for entering data in ACES?

- **Tab through fields.** Shift tab will take you backwards through previous fields.
- **Type text using upper and lower case.** The way you type text in the data fields is exactly the way it appears on system-generated information. We suggest the consistent use of upper and lower case letters rather than all capitals.
- **Some fields with drop-down menus are letter-sensitive.** Example: When you type the letter P in a field, it automatically populates with entries beginning with P.
- **“Erasing” typing errors.** To “erase” information you’ve entered, simply highlight the field and delete.
- **Using the Reset button.** Clicking the Reset button (usually located next to the Save button) removes all data you have entered (but not data that populates automatically).

Does ACES have a Time-Out feature?

If no action is performed within a 15-minute time period, ACES will automatically time you out. You will have to log on again to perform your transaction. A transaction will be lost and need to be re-keyed if timed out in the middle of an unsaved transaction. Any transaction that has been saved in a batch will not be lost, and can be found in View/Manage Batch.

Will Pop-up Blockers affect functions in ACES?

Pop-up blockers installed on computers may prevent some features of ACES from operating properly. Pop-up blockers must be temporarily disabled to allow proper operation of the following:

- Participant Inquiry,
- Reports in Retrieve Files (Status folder)
- Public Agency Billing report, Printer Friendly Version
- View/Manage Batch Print Preview

Hold down the “**Ctrl**” button on your keyboard while clicking on one of these ACES functions to temporarily disable an installed Pop-up Blocker.

When I print in Participant Inquiry or Public Agency Billing, I'm not receiving current data. How do I fix this?

If you are using Internet Explorer 6.0, please make the following configuration change:

1. Open Internet Explorer.
2. Click "Tools" in the menu bar.
3. Click "Internet Options."
4. Click the "Settings" button under the Temporary Internet Files section.
5. Select "Every Visit to this Page."
6. Click "Ok" to accept these settings.
7. Click "Ok" again to accept these options.